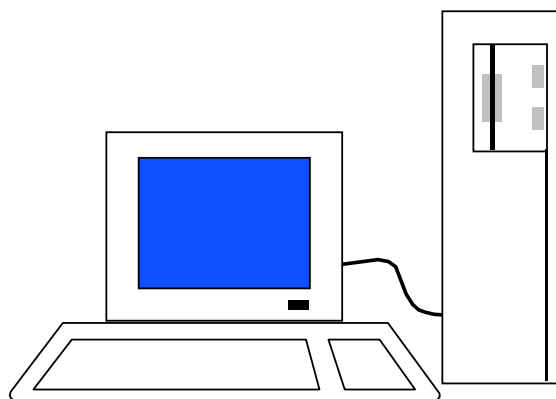
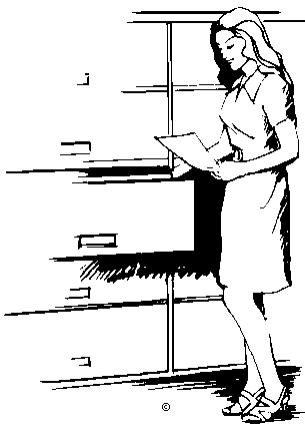


Division of Administrative Services



The administrator of the Division of Administrative Services supervises the division and is responsible for the supervision and monitoring of the agency budget, personnel activities, data processing, and general administrative services.

The Bureau of Staff Services. This bureau is responsible for general administrative functions of the agency, including budget and finance, word processing, data processing, personnel, payroll, internal record keeping, and mail service.

Bureau of Staff Services

Information Services Section

On the application side of the Information Services Section, the following list was accomplished to improve user applications:

- Developed a Document Management Subsystem to integrate with the main OCI Enterprise system.
- Implemented the subsystem for document management within the Complaint Tracking System for MS-Word and imaged documents.
- Analyzed and developed a process for document management for the State Life Insurance Fund using the Document Management Subsystem. Defined a process for the backfile conversion by working with the State Records Center who is converting paper records to images.
- Started analysis to implement the Document Management Subsystem for the Producer and Policy Approval Systems.
- Enhanced the Company Licensing System to perform additional edits and to upgrade the reports to use ReportBuilder version 5.55.
- Developed a Report Subsystem and used it to develop reports for the Complaint Tracking System.
- Continued programming of the Complaint Tracking System.
- Changed Legal Tracking System to accommodate database and architectural changes.
- Analyzed and implemented the Premium Tax Vouchers using Web technology. This included modifying programs used to process payment transaction due to different information on the vouchers.
- Modified the Cash Management system to accommodate annual changes to codes used by the state accounting system (WiSMART).

- Implemented Team Source as a Software Version Control System.
- Studied Function Point Counting as a way to measure new application requests and changes to existing systems. The metrics were used to obtain a high level estimate for the size of projects for the IT Strategic Plan.
- Updated the OCI Internet Web site to provide up-to-date information to insurance consumers as well as the insurance industry.
- Instituted a testing methodology of unit testing completed by the programmer, application testing completed by a designated IT staff person, Acceptance Testing completed by the Business Partners, and Production Testing completed by the Business Partners and the Application Manager.
- Moved the Patients Compensation Fund (PCF) database from a server in Wausau to a newly installed Linux production and testing platform at OCI.
- Converted PCF C/C++ program and Unix scripts from IBM AIX to Linux.
- Converted PCF reports from IBM AIX to MS-Windows.
- Automated PCF certificate and attorney files as these were moved from Wausau to OCI.
- Wrote a PCF certificate file creator and verifier for providers and corporations to use when sending data to OCI.

On the technical side of the Information Services Section, the following list was accomplished to improve user access:

- Completed a rollout of upgraded PCs for all users. This was to take advantage of processing speed when dealing with images.
- Researched and implemented a Storage Area Network (SAN) and reconfigured older servers for better utilization.
- Completed testing and implementation of databases after moving them to the new (SAN).
- Implemented new database backup procedures employing Oracle Recovery Manager (RMAN).
- Researched and tested a new dial-up system so that examiners would have faster and better connectivity.
- Upgraded the Laptop Loaner Pool so that examiners would have current technology to use on exams.

Forms Management

The office is required by statute to administer and maintain a Forms Management program. The responsibility for administering this program is located in the Information Services Section. All office forms and brochures are reviewed for statutory requirements and standards (i.e., need, cost, plain English). An inventory and history file is kept for each form, brochure, and special report. Forms, brochures, and special reports are composed in-house using PageMaker or Microsoft Word. Several forms, including financial annual statement packets, have been converted to pdf format for inclusion on the OCI Web site. These forms are available in hard copy format as well from OCI. The Forms Manager is a liaison with office staff, the agency Printing Coordinator, other state agencies and is a representative to the Wisconsin Information Resources Council.

Services Section

The Services Section provides basic and essential office services that not only facilitate the work of OCI staff, but assist the insurance industry and the general public as well. Service areas include records management, mail, reception, purchasing of commodities and services, office management, and general office support.

Records Management

By providing records management for the entire agency, the records manager maintains agency-wide records and makes available public records.

The records manager is a liaison to agency business areas for issues involving records in all media, and the position is a liaison to outside agencies including the State Historical Society and the Department of Administration. The records manager attends meetings of the Wisconsin Information Resources Council. The records manager is also part of agency committees and workgroups, including the Information Technology (IT) Strategic Planning Committee.

There are several records management practices currently in use at OCI. A central file of the agency Records Disposition Authorizations (RDAs) and general records schedules is maintained. In the process of analyzing business practices as they relate to records, a yearly inventory of records is conducted and an analysis of the need for new and revised RDAs is considered. Records storage information, including location, is tracked

both on- and off-site by maintaining databases in Microsoft Access. This aids in the annual inventory of records on-site, and the rotation of some to the off-site storage facility.

Responses to open records requests for information are tracked closely. The office expends great effort to respond quickly and efficiently to the many public requests we receive, and retaining statistics helps track our effectiveness.

The records manager also works with the database administrator and other IT staff, which allows input from a records viewpoint relating to the impact that the process of changing how our electronic data and records are stored has on records management issues. In this process, not only the content of the data is examined, but discussion also takes place regarding the migration of data between media and how the potential purchase of software/hardware might impact records.

Effective records management practices allow us to better serve the insurance industry and the general public, as well as our staff. Through operation of our Central Files Section, the records manager makes public records available. These records include:

- insurance company
 - rates
 - approved policy forms
 - articles and bylaws
 - biographical sketches of officers and directors
 - financial examination reports
 - holding company registration
 - contracts
 - correspondence
 - financial statements
- consumer complaint information (closed files only)

Also available through Central Files are publications with helpful information for people shopping for insurance. Titles in greatest demand include:

- Guide to Long-Term Care
- Long-Term Care Insurance Policies Approved in Wisconsin
- Medicare+Choice Questions and Answers
- Medicare Supplement Insurance Approved Policies
- Wisconsin Guide to Health Insurance for People with Medicare

Mail Service

By offering centralized mail service to the agency, staff provides an essential office function. Mail room staff handles all incoming mail for the entire agency. The process involves receiving, opening, determining appropriate business area for response, date-stamping, and sorting to mailboxes. The mail room is also a central area where incoming faxes are received and distributed and package deliveries are accepted and announced. Mail room staff accumulates agency-wide outgoing mail in this area and prepares for pick-up as well. To effectively coordinate agency services with state mail services, mail staff represents the agency at the Wisconsin Mail Managers Council.

Reception Service

The first people met by visitors to the agency are our receptionists. These individuals greet all comers to our office and assist them in their business needs. As well as greeting and referring visitors, the receptionists take incoming telephone calls to the central switchboard, determine the needs of the callers, and transfer calls to appropriate staff.

Purchasing and Office Management

Agency staff requests for printing, furniture, office supplies, and contracts for services are processed according to state procurement requirements with the intent of providing a most effective working environment for all agency staff. The purchasing agent represents the agency as Vice President of the Wisconsin Communicators Council and as a voting member of the State Agencies Procurement Council.

Services staff also provides accounts receivable cashing service, processing of vouchers for accounts payable, processing of service of process for insurance companies having no registered agent, responding to public requests for information regarding designated registered agents, and responding to other general support needs for the Commissioner and the Administrator of the Administrative Services Division.

Additionally, the Services Section, with the cooperation of building management, strives to achieve physical accommodations for maximum comfort, safety, and efficiency of staff and visitors.

2000 Statistics

- Continued tracking of production statistics and performance measures for all service areas allowed us to gauge our progress in serving staff and the public.
- Demand continued for services provided by the Central Files area. Listed below is a sampling of the type and number of contacts and requests received for public records in 2000, compared to previous years.
- The switchboard referred a large number of calls incoming to the central switchboard. The average number of calls answered daily was 228.
- The service of process section continued to respond to a large volume of calls regarding service of process and designated registered agents for insurance companies. The average number of calls daily was 10.

Services Section Production Statistics (Monthly Averages)

	1998	1999	2000
Telephone inquiries for Central Files	184	186	181
Walk-in inquiries for Central Files	66	83	68
Requests for files (annual statements, rates, etc.)	141*	2,498**	2,041**
Inquiries regarding service of process/registered agents	555	371+	204
Incoming calls to agency switchboard	4,953	5,105	5,022

* This data pertains to public requests for annual statements, rate filings and company information only.

** This data includes all files pulled for public requests and internal agency staff requests.

+ Information became available via the Internet in 1999.

Alternative Work Patterns

OCI is cognizant of the need to offer a flexible work environment in order to maximize the employment options available to existing and potential state employees and to meet the needs of our constituents. OCI encourages the utilization of alternative work patterns such as flex time, part-time, and shared-time schedules to increase productivity, extend services, reduce absenteeism, improve employee morale, allow for employee development, and maximize energy conservation through ridesharing and use of mass transit systems. Currently our staff includes two job-share arrangements and four part-time permanent employees. The agency also reviews requests, on a case-by-case basis, from staff who wish to temporarily work from their home. The agency recognizes that alternative work pattern schedules may provide opportunities for individuals to productively utilize their skills, talents, and abilities. It recognizes that a traditional, full-time, work schedule may not meet the needs of individuals whom, due to age, health, or family circumstances, find such a schedule in conflict with responsibilities outside of work.